

**SSI Dane County Managed Care
Advisory Committee
Minutes
5/13/05**

Attendance:

Tim Otis, Mental Health Center of Dane County, (MHCDC)
Jennifer Lowenberg, NAMI-Wisconsin
David LeCount, Dane Co. DHS
Owen McCuster, Community Living Alliance (CLA)
Jeff Erlanger
Bonnie Morely, CLA
Ginny Graves, The Management Group (TMG)
Peggy Michaelis, MHCDC
Ruthanne Landsness, APS
David Sievert, CLA/TMG
Kathy Kaelin, Automated Health Systems
Fran Genter, Dane Co. DHS
Dianne Greenley, Wisconsin Coalition for Advocacy (WCA)
Jim Maddox, Redesign
Dr. Michelle Urban, DHCF, BMHCP
Mary Laughlin, DHCF, BMHCP
Angie Castillo, DHCF, BMHCP
David Beckfield, DHCF, BMHCP
Michael Fox, DHCF, BMHCP
Peg Algar, DHCF, BMHCP

I. Review of the Minutes from Last Meeting

No comments were made on the minutes. They were accepted into the record and will be posted on the web page, along with other documents from our committee work. The web page address is: <http://dhfs.wisconsin.gov/medicaid7/index.htm#medicaid>

II. OCI Licensure for “Health Plan for Community Living”-Owen McCusker

CLA will be meeting with the OCI in the near future to discuss RBC requirements for HMO licensure and potential financial mechanisms to meet the initial reserve requirements WPP. CLA will ask the OCI to issue a Certificate of Authority by using an interim mechanism (e.g., Line of Credit) until their current building assets can be refinanced and converted into acceptable cash reserves. Licensure for WPP will be secured first and the authority for SSI Managed Care will be addressed through a business plan amendment.

CLA will meet with the Department to discuss its business plan for the program on June 16, 2005.

III. Review of the Advisory Committee Issue Log—Peg Algar

- At the last Quality Assurance Meeting, it was decided that QA will workgroup will review the contract edits on the QA section and get any further comments back to department staff within a week. Final recommendations to the Advisory Committee regarding changes to the contract will be made during the June 24th Advisory Committee meeting.
- Regarding the RFP for the Independent Advocate, it was suggested that language be added reflecting coverage of additional counties other than Milwaukee by the Independent Advocate. Follow up will be done on this issue.
- Regarding informing materials:
 - The Dane Enrollment Booklet has been sent to the printers.
 - The overlay will be edited and completed soon.
 - Systems notices to enrollees will be drafted when the implementation date is firm.
 - “All-in” Cover letter is done and will be revised based on the new implementation date.
 - The omsbud brochure is completed.
 - The PowerPoint presentation Rough Draft for Town Hall Meetings is completed
 - Town Hall Meetings will be rescheduled when the implementation date is firm.

IV. Update on Rate Setting for the Dane County SSI MC Program—David Beckfield

- Base rates have been calculated. They are projected for July 1 2005 through June 30 2006. If the implementation date changes the trends will be recalculated.

- The interim payment rate anticipates:
 - The average rate base Dane County.
 - What factors are assumed with enrollment.
- Reconciliation is done when actual enrollment is different than assumed enrollment.
- There will be an annual reconciliation.

V. Update on the SSI Managed Care Quality Assessment Plan—Ruth Landsness, Dr. Urban

- A.** Ruth Landsness gave an overview of the Dane SSI MC Quality Goals, Measures and Indicators. There are five major goals under which indicators are listed and specific measures for the indicators are provided. The goals include:
1. Health: The Managed Care Organization and its providers provide the best possible health and mental health and substance abuse care to its consumers.
 2. Access and Comprehensiveness: Access to full range of services to achieve desired health and mental health/substance abuse outcomes.
 3. Continuity and Coordination of Care: The managed care organization coordinates and facilitates communication and care to deliver services in the most effective and efficient manner.
 4. Consumer rights and input: The managed care organization is sensitive to consumer preferences, goals, and interests.
 5. Consumer satisfaction: The managed care organization seeks to assure that consumers are satisfied with the manner in which services are delivered.
- Under the above goals are indicators such as: “Enrollees receive evidence-based preventive care and screening.” Under the indicators are measures such as: “Immunizations” and “Mammography”.
 - Measures for physical health and mental health/AODA are included. For example, measures for basic physical conditions such as diabetes, emergency room visits, as well as mental health/AODA conditions such as mental illness or substance abuse detoxification admissions are included.

- Data sources for the measures include: Medicaid Encounter Data, CLA data, Chart Review, MHSIP, CAHPS, Mental Health Center of Dane County, HSRS MH and AODA modules, External Quality Review Organization Review Process.
- Measures are scheduled to be included in Phase 1 or Phase 2. Phase 1 includes measures for which the draft specifications have been developed. Data collection for those measures will begin when program implementation begins. Phase 2 measures have not yet had specifications developed for them.

Timeline for Data Collection for Encounter Data and SSI-CAHPS:

1. **Final and complete data** on the encounter measures will be available 15 months post enrollment. The 15-month period allows a 9-month run-out period to make certain all claims are in. Therefore, for a first enrollment cohort of July 2005, we anticipate the first annual report to be available in October 2006.

Preliminary data results will be available 12 months post enrollment, but this preliminary data allows for a run-out of only 6 months, so the preliminary data results are only 70-80% complete. We anticipate the first quarterly report to be available in January 2007.

2. **SSI-CAHPS** – An SSI version of the CAHPS survey is being developed by APS. APS will collect baseline CAHPS survey data from a FFS sample in Dane County and Milwaukee County. We anticipate survey results to be available in January 06.

- B. Dr. Urban provided an outline for the workgroup's Quality Assessment Plan. This outline summarizes the areas that the QA Workgroup has covered in its work on the Dane Program:

- I. Program Management-The goals of program management are not only to ensure that appropriate care is delivered to enrolled beneficiaries, but also to continuously improve the delivery system. Programs that serve SSI eligibles or that integrate long-term care physical and behavioral health services are relatively new. Few generally accepted performance standards exist for this population. This increases the importance of focusing program management on making sure that the proposed standards actually result in the desired outcomes and also contribute to ongoing system improvement. The QA Workgroup is considering these issues regarding how they relate to the continuing role of the workgroup in the future quality assurance for the program.

- II. Programmatic Goals-These goals are listed above in the section outlined by Ruthanne Landsness.

III. Quality Strategy-When planning for using data in program management, it is important to consider a variety of factors including available resources, the relative importance of program goals, the availability of measures that address these goals, and the time it takes for actions to create measurable changes in performance. The QA workgroup is considering these factors when choosing quality indicators/measures for the Dane County SSI MC Program.

IV. Data and Information Sources

- a. Aggregate Utilization Data
- b. Claims/Encounter Data (which provider delivered which service to an individual, on what date, to treat what condition)
- c. Care Coordination Data (initial assessment, care plan)
- d. Quality Indicators/Outcomes
- e. Satisfaction Surveys
 - i. Consumer surveys (CAHPS,MHSIP)
 - ii. Provider surveys
- f. Grievances and Appeals
- g. EQRO Reviews
 - i. Administrative Reviews
 - ii. Validating Performance Measures
 - iii. Performance Improvement Studies

This outline will provide the foundation for the report the workgroup will make to the larger Dane County SSI MC Advisory Committee. The report will present the workgroup's recommendations regarding quality indicators and the suggested goals for the above four areas of quality management.

VI. Adjourn and Next Steps

The next Advisory Committee Meeting is scheduled for:

**June 24, 2005
10:00 am – 12:00 pm
Conference Room 751
1 W. Wilson Street
Madison, WI**